



Tow Truck Operator – Heavy Duty

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy duty truck repair, fleet maintenance, towing, recovery, upfitting, and specialty vehicle company serving customers throughout Michigan. As our Towing and Recovery operation continues to expand, we are looking to add experienced and dependable **Heavy Duty Tow Truck Operators** to our team.

This position is responsible for providing safe, professional, and efficient heavy duty towing and recovery services. Our operators represent Advantage Fleet directly in the field and are expected to maintain a high level of professionalism, customer service, equipment care, and safety at all times.

If you have heavy duty driving experience, take pride in operating professional equipment, and want to be part of a growing towing operation, we want to hear from you.

What You'll Do

Heavy Duty Towing and Recovery

- Operate heavy duty tow trucks and wreckers safely and professionally
- Perform heavy duty towing of semi tractors, trailers, commercial trucks, buses, equipment, and other large vehicles
- Perform winch outs, recoveries, accident recoveries, and disabled vehicle removals
- Evaluate recovery situations and determine the safest and most appropriate towing or recovery method
- Properly secure vehicles and equipment before transport
- Use chains, straps, winches, snatch blocks, wheel lifts, underreaches, and other towing and recovery equipment
- Follow proper hookup, securement, towing, and recovery procedures
- Transport disabled or damaged vehicles to customer locations, repair facilities, storage locations, or other destinations
- Recover customer tractors and trailers scheduled for repair within Advantage Fleet departments
- Pick up and deliver tractors, trailers, and equipment between Advantage Fleet divisions as needed
- Assist with equipment moves and other transportation needs when appropriate
- Maintain safety as the top priority during every towing and recovery operation

Schedule and On-Call Responsibilities

- Work a regular daytime schedule, typically Monday through Friday
- Participate in an established on-call rotation for nights, weekends, and emergency service
- Respond promptly to after-hours towing and recovery calls when assigned
- Maintain availability during scheduled on-call periods
- Communicate effectively with dispatch regarding location, estimated arrival time, job status, and completion
- Be prepared to respond to emergency and time-sensitive situations

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- Work additional hours when required based on customer needs, weather, accidents, recoveries, and business demands

Vehicle and Equipment Inspections

- Perform daily inspections of assigned tow truck and recovery equipment
- Complete required pre-trip and post-trip inspections
- Verify proper operation of lights, brakes, tires, steering, suspension, winches, hydraulics, safety equipment, and towing components
- Inspect chains, straps, hooks, cables, snatch blocks, and securement equipment regularly
- Maintain required DOT compliance documentation
- Immediately report mechanical, safety, or equipment concerns to the Towing Division Manager
- Remove unsafe equipment from service when necessary
- Ensure assigned vehicles remain properly equipped for towing and recovery operations
- Maintain required emergency and roadside safety equipment

Tow Truck Care and Maintenance

- Maintain the interior and exterior cleanliness of assigned tow trucks
- Keep cab, storage compartments, toolboxes, and equipment areas organized
- Properly store towing and recovery equipment after each job
- Protect company vehicles, tools, and equipment from unnecessary damage
- Report damage or missing equipment immediately
- Monitor basic fluid levels and vehicle condition
- Coordinate maintenance and repairs for assigned equipment with management
- Take pride in the appearance and condition of company equipment

DOT and Driver Compliance

- Maintain a valid Class A Commercial Driver's License, CDL-A
- Maintain a valid DOT medical card
- Maintain an acceptable motor vehicle record
- Follow all applicable federal and state commercial driving regulations
- Maintain accurate driver logs when required
- Follow Hours of Service requirements
- Complete required vehicle inspection documentation
- Follow all weight, securement, and transportation requirements
- Maintain required licenses, endorsements, permits, and credentials associated with the position
- Immediately notify management of any change that could affect driving eligibility

Customer Service and Professionalism

Heavy Duty Tow Truck Operators are often the first Advantage Fleet employees customers encounter during stressful situations.

Operators are expected to:

- Treat customers professionally and respectfully
- Maintain a calm and helpful attitude during breakdowns, accidents, and recovery situations

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- Clearly explain towing or recovery procedures when appropriate
- Protect customer vehicles and property throughout the towing process
- Maintain professional communication with customers, law enforcement, emergency personnel, dispatchers, repair facilities, and company staff
- Represent Advantage Fleet professionally at customer locations and roadside scenes
- Maintain composure during difficult or high-pressure situations
- Help build strong customer relationships through dependable and courteous service

Documentation and Communication

- Maintain accurate towing and recovery documentation
- Complete required service tickets, inspection forms, driver logs, and other records
- Accurately document pickup and delivery locations
- Record mileage, equipment information, customer information, and services performed
- Document vehicle condition when required
- Obtain appropriate customer signatures and authorizations
- Communicate job completion information promptly to dispatch and management
- Report damage, incidents, accidents, or unusual circumstances immediately
- Use company software accurately for job information and documentation
- Maintain accurate records required for billing and regulatory compliance

Accurate documentation is a critical responsibility of this position. All towing, recovery, mileage, customer, and service information must be properly recorded.

Safety Responsibilities

- Follow all Advantage Fleet safety policies and procedures
- Maintain situational awareness while working roadside or around traffic
- Properly position tow trucks to protect the work area when possible
- Use warning lights, cones, reflective equipment, and required PPE
- Follow safe recovery and winching procedures
- Never exceed the rated capacity of towing or recovery equipment
- Properly secure every vehicle or piece of equipment before transport
- Inspect hookup and securement before movement
- Maintain safe clearance from cables, chains, winches, and suspended loads
- Communicate with law enforcement or emergency personnel when working accident scenes
- Identify unsafe conditions before beginning recovery operations
- Never sacrifice safety in order to complete a job faster

Team and Department Responsibilities

- Work cohesively with dispatch, management, technicians, and other towing operators
- Assist other Advantage Fleet departments when necessary
- Help move customer equipment between company locations or departments
- Assist with towing yard organization when needed
- Support other operators during complex recoveries when assigned
- Maintain positive working relationships throughout the company
- Contribute to department and company goals

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- Assist with additional responsibilities during downtime
- Maintain a professional and positive attitude with coworkers and customers

What We're Looking For

- Must be 18 years of age or older
- Valid Class A Commercial Driver's License, CDL-A, required
- Valid DOT medical card required
- Acceptable motor vehicle record required
- Heavy duty towing, commercial driving, recovery, transport, or related experience strongly preferred
- Mechanical aptitude and understanding of commercial vehicles
- Strong attention to detail
- Excellent customer service skills
- Strong verbal and interpersonal communication abilities
- Ability to operate safely in high-pressure situations
- Strong judgment and decision-making skills
- Ability to evaluate towing and recovery situations and determine appropriate solutions
- Strong organizational and time management skills
- Ability to prioritize calls and responsibilities
- Ability to work independently with limited supervision
- Self motivated and dependable
- Ability to remain professional and composed during stressful situations
- Strong troubleshooting and problem-solving skills
- Basic computer competency and willingness to learn company software
- Accurate documentation and data entry skills
- Positive attitude and strong work ethic
- Ability to work effectively as part of a team
- Willingness to participate in night and weekend on-call rotations
- Commitment to safe work practices and company policies
- Compliance with Advantage Fleet's drug and alcohol policies and applicable DOT requirements

Physical Requirements

This position requires the ability to:

- Sit and drive for extended periods
- Regularly stand, walk, bend, stoop, crouch, kneel, and crawl
- Climb into and out of heavy duty tow trucks and commercial vehicles
- Work underneath and around trucks, trailers, and equipment when necessary
- Frequently lift and carry tools, chains, straps, equipment, and materials weighing up to 50 pounds
- Occasionally handle items weighing up to 100 pounds with appropriate assistance or equipment
- Pull and position chains, cables, straps, and recovery equipment
- Work on uneven terrain and roadside environments
- Perform physically demanding towing and recovery operations throughout the workday



Working Conditions

This position is performed in a wide variety of environments and may include exposure to:

- Roadside traffic
- Highways and active roadways
- Accident and recovery scenes
- Heavy trucks, trailers, and equipment
- Moving vehicles and machinery
- Rain, snow, ice, heat, cold, and severe weather
- Mud, uneven terrain, and difficult recovery locations
- Nighttime and low visibility conditions
- Noise
- Oils, fuels, grease, and other automotive materials
- Emergency situations requiring immediate response

Operators are expected to maintain safe working practices regardless of weather, traffic, location, or urgency.

What Success Looks Like

A successful Heavy Duty Tow Truck Operator is someone customers, dispatchers, and management can depend on when difficult situations occur.

Heavy duty towing and recovery requires more than simply operating a tow truck. Operators must understand commercial vehicles, towing equipment, recovery principles, weight, securement, safety, and customer service.

Success means arriving prepared, evaluating the situation carefully, completing the tow or recovery safely, protecting customer equipment, maintaining accurate documentation, and representing Advantage Fleet professionally throughout the entire process.

Our customers are often calling us during breakdowns, accidents, or other stressful circumstances. The goal is to provide safe, dependable, and professional service while getting their equipment where it needs to go as efficiently as possible.

Growth and Development

Advantage Fleet encourages employees to continue developing their skills in heavy duty towing, recovery, commercial transportation, equipment operation, safety, and customer service.

Operators who demonstrate safe driving, strong recovery skills, dependability, equipment care, customer service, leadership, and a commitment to continued development may have opportunities for advanced recovery responsibilities, specialized equipment training, leadership positions, or other advancement as Advantage Fleet continues to grow.

We encourage employees to establish both professional and personal goals and take advantage of opportunities to expand their knowledge and capabilities.

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Performance Reviews

Employee performance and progression will be reviewed periodically, with a formal performance review conducted annually. Reviews will evaluate driving safety, towing and recovery ability, equipment care, DOT compliance, documentation accuracy, customer service, response times, attendance, on-call dependability, teamwork, professionalism, safety performance, and overall contribution to the department and company.

Employment with Advantage Fleet is at will, meaning either the employee or Advantage Fleet may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.